

**GOVERNMENT OF INDIA
COMMUNICATIONS AND INFORMATION TECHNOLOGY
LOK SABHA**

UNSTARRED QUESTION NO:1360
ANSWERED ON:21.03.2012
DELIVERY OF MONEY ORDER
Rane Dr. Nilesh Narayan;Singh Shri Jagada Nand

Will the Minister of COMMUNICATIONS AND INFORMATION TECHNOLOGY be pleased to state:

- (a) the number of users of money order service during the last three years and the current year;
- (b) the number of complaints received for non-delivery of money order during the last three years and the current year;
- (c) whether enquiries has been conducted and responsibilities fixed in this regard;
- (d) if so, the details thereof; and
- (e) the corrective measures taken by the Government to upgrade the money order delivery system and also ensuring delivery of money orders?

Answer

THE MINISTER OF STATE IN THE MINISTRY OF COMMUNICATIONS AND INFORMATION TECHNOLOGY (SHRI SACHIN PILOT)

(a) Madam, the number of users of money order service during the last three years and the current year is furnished below:-

Financial year Number of users

2008-2009 8,66,93,496
2009-2010 8,13,46,230
2010-2011 5,77,14,174
2011-2012 (up to 5,68,54,367
January -2012)

(b) The number of complaints received for non-delivery of Money Order during the last three years and the current year is furnished below:-

Financial year Number of users

2008-2009 1,90,666
2009-2010 1,77,360
2010-2011 1,64,980
2011-2012 (up to 41.754
June-2011

(c) Yes. Madam. Enquiries are conducted in all cases of complaints and action is taken depending on the nature of the shortcomings/faults.

(d) During the last three years 172 officials were found guilty for which punishment has been imposed as per rules.

(e) To upgrade the money order delivery system and to ensure timely delivery of money order, the department has introduced Electronic Money Order across the country.